

Where do I get a card?

Call us on 0191 20 20 747 or complete a form at www.nexus.org.uk/contactus

Why is the scheme important?

There are lots of people like you throughout Tyne and Wear who are unable to use public transport.

This means you have to depend on family, friends or carers to take you out to do the kind of things most people take for granted - going to the shops, day trips, nights out at the cinema or theatre, visiting family or friends.

The Bridge Card will give you the confidence to make a journey because you know that transport staff will be better able to recognise, and offer, the help you may need. You also know that if you get into difficulty, you have means of getting help.

Why is the bridge on the card blue?

The bridge is forget-me-not blue to reflect that the card could be useful to people with dementia.

The Bridge Card is supported by Nexus, the 5 local authorities in Tyne and Wear, Go North East, Stagecoach and Arriva North East.



How to get in touch with Nexus

Online

nexus.org.uk/contactus

By phone

0191 20 20 747

9.00am-5.00pm

Monday to Friday



By post

Customer Services
Nexus
Nexus House
St James Boulevard
Newcastle upon Tyne
NE1 4AX

Bridge Card

Support for when you use public transport
From February 2023



What is the Bridge Card scheme?

The Bridge Card is a way of indicating to transport staff that the cardholder may need additional support when they use public transport.

How does the Bridge Card scheme work?

If you have difficulty using public transport because of age, disability, illness, or you simply lack confidence, you can carry a Bridge Card.

When you show the card to transport staff they will recognise that you may need extra help during your journey.

You don't have to register for the scheme. You just have to carry a card and show it to transport staff if you need help.

We can indicate whether you have a visual or hearing impairment, if requested.

The card does not entitle you to a concessionary or discount fare.



What kind of things can the card help you with?



- You might just need time to find a seat before the vehicle moves off.
- You may have difficulty remembering the place you have to get off.
- Sometimes you may get into special difficulty, like getting on the wrong bus or Metro.

Here are some of the things transport staff can do to help:



- ✓ Count out money or change.
- ✓ Check that you know where you are going and what stop to get off.
- ✓ Tell you when you have arrived at the place you are travelling to.
- ✓ Allow time for you to sit down on a seat before moving off.
- ✓ Tell you information about your journey rather than giving you a written timetable.
- ✓ Use bus stop bays to make it easier for you to get on and off.
- ✓ Operate special equipment like ramps.